

Joboffer dated from 05/02/2019

Internal Community Manager* German/English

Field: Community Management /
Customer Service /
Support
Type of employment: Full-time
Entry date: immediately
Zip Code / Place:
Country: Germany

Company data

Company: **Gameforge AG**
Street address: Albert-Nestler-Str.8
Zip Code / Place: 76131 Karlsruhe



Contact Person

Name: Anett Graf
Position: Head of Human Resources
Street address: Albert-Nestler-Str.8
Zip Code / Place: 76131 Karlsruhe



Job description

You are the megaphone for the community and represent the feelings, opinions and viewpoints of your player community to the product team.



Tasks to inspire:

- Work closely with the community managers of the other languages to develop and implement the community management strategy
- Support and coordination of volunteer teams
- Processing of support requests
- Contact for writing news, newsletters and similar information texts
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Support the community on social media platforms such as Facebook, Twitter, and Forums

- Conception and implementation of multimedial communication measures (for example, audio and video podcasts)
- Conception and realization of competitions and events, both in-game and on the website of the game
- Support for fan and guild sides as well as contact set-up and maintenance
- Representation of the game at international trade fairs and events
- Ensuring the information exchange between the community and the product team



Qualifications to convince:

- At least two years of professional experience in the community management of an MMORPG or comparable professional experience
- Enthusiasm for and extensive experience with MMORPGs
- Very good knowledge of the handling of current software such as MS Office
- Conversational German and English skills, written and spoken
- Good knowledge of community and social media tools (Facebook, Twitter, forums, etc.)
- Availability, flexibility, organization
- Communication and cooperation strength



A company to connect:

- A relaxed and mutually respectful environment
- Great transport connections to the motorway and public transportation
- The ability to be flexible with working hours
- The informality of a start-up combined with 10 years' experience in the industry
- The chance to mould your own working environment



About Gameforge

With more than 20 titles and over 450 million registered players, Gameforge is the leading provider of free-to-play massively multiplayer online games (MMOs) in the western hemisphere. Headquartered in Karlsruhe, Germany, the group offers its online games in more than 75 countries. The portfolio encompasses numerous well-known game industry brands, including prized role-playing games Runes of Magic, AION Free-to-Play and TERA as well as Europe's most successful MMO, Metin2. The action anime MMORPG SoulWorker adds to the wide-ranging collection, while

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popular browser-based games such as OGame and Ikariam complete their offering. More information available at <http://corporate.gameforge.com/>.

*No matter what gender, we're on the lookout for people with drive and talent.

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Quinke Networks GmbH
Bei den Mühren 70
20457 Hamburg/Germany